



**Minutes of the Meeting of the Water Advisory Body  
Wednesday 13 October 2021, 2.40pm**

Venue: Remote Meeting via WebEx Video Conferencing

Attended by:

Chairperson Paul McGowan

Members Miriam McDonald Michelle Minihan  
Dónal Purcell Martin Sisk

Secretariat Claire Gavin Colin Flood  
Darren Browne

**1. Minutes of previous meetings**

***Minutes of meeting - 21 September 2021***

The Board agreed the minutes of this meeting subject to editorial amendments and these will be published on the WAB website.

**2. Declaration of any conflict of interest**

There was no declaration of any conflict of interest.

**3. Discussion of meeting with Commission for Regulation of Utilities**

The Board discussed the earlier meeting with the representatives of the Commission for Regulation of Utilities.

The Commission for Regulation of Utilities (CRU) is expected to publish its first assessment of 2020 under the revised framework decision in Quarter 4 of 2021. To reflect the Performance Assessment Framework, the WAB will consider what metrics may need to be updated in the WAB Quarterly reports and how the quarterly report graphs could compare Irish Water's performance against CRU targets. The Board will consider the full list of metrics from the Performance Assessment Framework and inform the Secretariat of those metrics they wish to discuss further at the next WAB meeting.

#### **4. Consider Report 4 of 2021**

As previously agreed, the data cut-off point for the WAB Quarterly Report No. 4 of 2021 is 15 November 2021. The Environmental Protection Agency's Urban Wastewater report is expected to be included in that report.

#### **5. Progress of Report No.3 of 2021.**

The Secretariat is progressing with Report No. 3. The updated metrics from the Commission for Regulation of Utilities and Environmental Protection Agency have been received with further text for Part 3 outstanding. This is to be submitted by 15 October. The Environmental Protection Agency has published audit reports on its website into the incidents in Gorey and Ballymore Eustace. Paul McGowan and Michelle Minihan will draft text on these incidents for the Quarterly report. Following receipt of this and the outstanding material, the Secretariat will circulate to the full board for comment with a target of publication by the end of October.

#### **6. Customer Survey Update**

The Board discussed updates to the following issues to be surveyed:

- Water Discolouration – In addition to Dundalk, Limerick City will be added as an additional location to be surveyed.
- Mains Replacement works – The agreed locations to survey were Monaghan Town, Co. Monaghan; Trim, Co. Meath; Beaumont, Co Cork; and Farranfore, Co. Kerry.

- Boil Water Notice – The location map of Whitegate and Midleton Town will be forwarded to the research company. Michelle Minihan will revert with details of a further location in Co. Carlow.
- Do not consume – In addition to the agreed locations of Shannon/Sixmile Bridge, Cavan Town/Belmullet/Cootehill and Achill. Michelle Minihan will revert with an additional site that also impacted at least 200 businesses.

These updated survey locations will be shared with the researcher. The Board will review the circulated draft survey and revert to the Secretariat if they have any comments by the end of the week.

### **7. Self-Assessment Evaluation Questionnaire**

The Secretariat will circulate the Corporate Governance ‘Self-Assessment Evaluation Questionnaire’ for the Board to complete by the 22 October 2021. A reminder email will also issue before the deadline. Once the completed surveys have been returned, the Secretariat will collate the responses before they are reviewed and discussed at the next WAB meeting.

### **8. Confirm next three meeting dates**

Forthcoming meeting agreed dates are:

- 9 November 2021 at 2.30pm
- 9 December 2021 at 2.30pm
- 20 January 2022 at 9.30am
- 15 February 2022 at 11am. This meeting was also agreed to take place in-person in the Custom House restrictions permitting. Further in-person meetings will be considered nearer the time.

### **9. Any Other Business**

The Secretariat was following up on the request to get a suitable media training course in place for the Board members

There was no other business to discuss.

**The meeting was brought to a close.**

<b>Agenda Item No:</b>	<b>Action</b>	<b>Decision</b>
1.	Main meeting minutes – 21 September 2021	<ul style="list-style-type: none"> <li>• Agreed subject to editorial amendments.</li> <li>• Will be published on the website</li> </ul>
3.	Performance Assessment Framework metrics	<ul style="list-style-type: none"> <li>• The Board will consider the full list of metrics from the Performance Assessment Framework before informing the Secretariat of those metrics they wish to discuss further at the next WAB meeting.</li> </ul>
5.	Progress of Report No.3 of 2021	<ul style="list-style-type: none"> <li>• Paul McGowan and Michelle Minihan will draft text for the Quarterly report.</li> <li>• The Secretariat will circulate to the full board for comment with a target of publication by the end of October.</li> </ul>
6.	Customer Survey Update	<ul style="list-style-type: none"> <li>• Updated survey locations were agreed and will be communicated with the researcher.</li> <li>• The Board will review the circulated draft survey and revert to the Secretariat if they have any comments by the end of the week.</li> </ul>
&	Self-Assessment Evaluation Questionnaire	<ul style="list-style-type: none"> <li>• Board to complete by the 22 October 2021.</li> <li>• A reminder email will also issue before the deadline. Once the completed surveys have been returned, the Secretariat will collate the responses</li> </ul>
6.	Meeting Dates	<ul style="list-style-type: none"> <li>• Agreed new meeting dates</li> </ul>